

SUBSTITUTE FORM PTO-1449
(MODIFIED)U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.
03058/004002

SERIAL NO.

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT
(Use several sheets if necessary)APPLICANT
Daniel H. AbelowFILING DATE
August 6, 1999

GROUP

(37 CFR 1.98(b))

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		PATENT NUMBER							ISSUE DATE	PATENTEE	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	4	8	1	6	9	0	4	3/28/89	McKenna et al.	358	84	
	AB	4	0	0	7	3	5	5	2/08/77	Moreno	235	61.7	
	AC	4	0	9	2	5	2	4	5/30/78	Moreno	235	419	
	AD	4	2	9	8	7	9	3	11/03/81	Melis et al.	235	487	
	AE	4	3	6	7	4	0	2	1/04/83	Giraud et al.	235	385	
	AF	4	5	3	9	4	7	2	9/03/85	Poetker et al.	235	488	
	AG	4	6	2	5	2	7	6	11/25/86	Benton et al.	364	408	
	AH	4	6	4	2	6	8	5	2/10/87	Roberts et al.	358	84	
	AI	4	6	7	7	6	5	7	6/30/87	Nagata et al.	379	63	
<i>AD</i>	AJ	4	7	4	6	7	8	7	5/24/88	Suto et al.	235	379	
	AK	4	7	4	9	9	8	2	6/07/88	Rikuna et al.	340	146.2	
	AL	4	9	9	2	9	4	0	2/12/91	Dworkin	364	401	
	AM	4	7	3	4	8	5	8	3/29/88	Schlaflly	364	408	

FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

		DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY OR PATENT OFFICE	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	AN							

OTHER DOCUMENTS (Including Author, Title, Date, Place of Publication)

<i>AD</i>	AO	"America Online Expands Internet Access," Newsbytes News Network, 3/21/93.
<i>AD</i>	AP	Microsoft Press Computer Dictionary, Microsoft Press, page 41. 1994.
<i>AD</i>	AQ	Behavioral Techniques in Systems Development, MIS Quarterly, Mantel et al., 9/89.
<i>AD</i>	AR	Author Unknown, How to Use Your Computer to Effect Change, Compute V15, No3, pS7(2), 3/93.
<i>AD</i>	AS	Ubois, On-Line Problem Solving, MacWEEK, v7,n24, p16(2), 6/14/93.

EXAMINER

Thomas A. Dixon

DATE CONSIDERED

8/30/00

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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U.S. PATENT DOCUMENTS

EXAMINER INITIAL		PATENT NUMBER							ISSUE DATE	PATENTEE	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	BA	4	7	5	2	6	7	7	6/21/88	Nakano et al.	235	380	
	BB	4	8	3	9	5	0	4	6/13/89	Nakano	235	379	
	BC	4	8	5	9	8	3	7	8/22/89	Halpern	235	380	
<i>D</i>	BD	4	8	6	6	8	7	6	9/19/89	Lessin et al.	235	492	
	BE	4	8	7	4	9	3	5	10/17/89	Younger	235	492	
	BF	4	9	8	8	9	8	7	1/29/91	Barett et al.	340	825.31	
	BG	5	0	1	9	6	9	7	5/28/91	Postman	235	441	
	BH	5	0	2	5	3	7	4	6/18/91	Roizen et al.	364	413.02	
	BI	4	9	7	5	8	4	1	12/04/90	Kehnemuyi et al.	364	401	
	BJ	4	6	0	3	2	3	2	7/29/86	Kurkland et al.	179	2	
	BK	5	0	2	3	4	3	5	6/11/91	Deniger	235	375	
	BL	4	8	5	1	9	9	9	7/25/89	Moriyama	364-705	401-30	
	BM	5	1	0	9	3	3	7	4/28/92	Ferriter et al.	364	401	
	BN	4	9	0	8	7	6	1	3/13/90	Tai	364	401	
	BO	5	0	4	1	9	7	2	8/20/91	Frost	364	401	
	BP	4	9	0	5	0	8	0	2/27/90	Watanabe et al.	348	13	
	BQ	5	4	3	8	3	5	5	8/01/95	Palmer	348	13	
	BR	5	4	4	2	7	5	9	8/15/95	Chiang et al.	705	1	

OTHER DOCUMENTS (Including Author, Title, Date, Place of Publication)

<i>D</i>	BS	LaPlante, Who Ya Gonna Call?, InfoWorld, v15, n21, pp:S83-S84+, 5/24/94.
<i>D</i>	BT	Yahoo Information Center, www.yahoo.com, unknown.
<i>D</i>	BU	AT&T, MCI to Release New Management Tools ("New Management Tools") Network World, January 17, 1994, p. 19, 1/17/94.
<i>D</i>	BV	Dialog Database IAC PROMT: Direct Dispatch Gives Businesses Software-Based Trouble Management System... ("Trouble Management System") PR Newswire January 24, 1994.

EXAMINER

Thomas A. Dyer

DATE CONSIDERED

8/30/00

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Substitute Disclosure Form (PTO-1449)



Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	Department of Commerce Patent and Trademark Office	Attorney's Docket No. 03058-004002	Application No. 09/369,391
	Applicant Daniel H. Abelow		
	Filing Date August 6, 1999	Group Art Unit 2761	

RECEIVED
JUL 20 2000
MAIL ROOM**U.S. Patent Documents**

Examiner Initial	Desig. ID	Patent Number	Issue Date	Patentee	Class	Subclass	Filing Date If Appropriate
<i>D</i>	AA	4,964,077	10/16/90	Eisen et al.	364345	900 337 337	
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
<i>D</i>	AL	406195162A	7/1994	Japan	✓	—		
<i>D</i>	AM	WO 94/03865	17 Feb. 1994	PCT	—	—		
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
<i>D</i>	AQ	"Marketing Management Analysis, Planning and Control, Fifth Edition" Philip Kotler, Prentice Hall Inc., 1984, pp. 340-343.
	AR	
	AS	
	AT	

Examiner Signature <i>Thomas A. Dyer</i>	Date Considered 8-30-00
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	